

Introduction:

The Virgin Islands Division of Personnel (DOP), is issuing this Request for Proposal (RFP) seeking qualified vendors who have prior experience in Designing and implementing a Learning Management System (LMS). The purpose of this project is to assist the Virgin Islands Division of Personnel's Employee Development and Training Unit with the design, development, and implementation of a LMS. The most effective way to train the 7,800 + employees would be for the government of the Virgin Islands to purchase a Learning Management to enhance its training impact. An LMS would allow

- Centralized Learning
- Tracking and Reporting Features
- Evaluation Capabilities
- Easy Upgrades
- Simplified Learning Process
- Engaging content covering topics like soft skills, leadership, digital tools and more
- Intuitive platform that can be easily used and adopted by employees of all ages and all technical expertise
- Creation of a "culture of learning"
- Valuable analytics around training performance and learner progress
- Ability to connect to other applications at USVI
- Significant reduction in costs around employee development

Subcontractors and Agents:

The Contractor shall assume responsibility for all activities relating to the Contract. DOP will consider the Contractor the sole point of contact with regards to this Contract, including all payments resulting from Contract. If any part of this work is to be subcontracted, the Contractor shall submit a list of subcontractors, including the firms' or individual's name and address, contact person (if a firm), description of work to be subcontracted, and information concerning subcontractor's abilities to perform the work. The use of local, Virgin Islands vendors and/or subcontractors is highly encouraged. The Government reserves the right to approve all subcontractors and require the Contractor to replace any subcontractor who is found to be unacceptable by the Government.

Project Team

The Contractor shall commit a cohesive, dedicated, and skilled team of personnel to the project, which shall include a core team, which shall include the Project Manager for the Contractor managerial, supervisory and professional staff. At the least the group will consist

Minimum Qualifications:

To be considered for full evaluation and possible award, Vendors must first meet the threshold minimum qualification requirements listed in the table below. Subject to DOP's Discretion to waive minor deviations or defects, only those proposals that meet all of the foregoing minimum qualifications shall be considered for a full evaluation and a possible contract award.

The LMS Steering Committee has identified the following as the top criteria for a LMS:

i. Ease of Use: Administration

1. LMS administrators must be able to manage curricula with automatic email reminders and progress tracking.
2. The system administrator must be able to configure permissions and span of control for various learning administrator groups so that enterprise administrators can manage enterprise-wide content, while local administrators work autonomously on localized content delivered to local target audiences
3. Ability to track wrong answers
4. Provide knowledge checks
5. Simplicity in data manipulation for administrators
6. Ease of use for users

ii. Diverse Content/Libraries

1. Provides additional support materials for users
2. Provides social learning tools (web –conferencing, calendaring, blogs, forums, etc.)

iii. Local LMS Administrator Capability

1. The LMS must support specific USVI Bureau of Technology regulations related to security and accessibility.
2. The LMS must be easily scalable to handle increasing numbers of users and content to keep in step with the growth of the GVI.
3. The LMS should have platform capability
4. The LMS should be able to connect to an API and communicate with existing ERP system
5. Contextually-appropriate help files are accessible from all pages and provide assistance for students, faculty and system administrators as appropriate. Pop-ups or rollovers provide “just-in-time” information for specific action

iv. Centralization & Standardization of Best Practices

v. Portability

1. The LMS should have portability, allowing users access from mobile devices and diverse locations

vi. Installation, Maintenance, Strategic Consultants, Customer Service, and Fee Included

1. The LMS must be compatible with a lower-priced database management system.
2. The LMS must provide cost-effective licensing options for the anticipated 8,000 users in GVI.
3. The LMS cost must include maintenance and customer service
4. The LMS installation fee must be included in the fee

5. The cost of vendor-provided Strategic Planning Consultants should be included in annual cost

vii. Rotating License

1. LMS should allow license rotation options

viii. API and/or Data Migration

1. Server software operates on a wide variety of operating systems (Windows, Linux/Unix, Mac) using commodity hardware and industry-standard web servers.
2. Supports all browsers and platforms with no special setup requirements for the user
3. Is able to render the LMS experience in most browsers with consistency

Proposal Preparation Costs:

Vendors submitting Qualifications do so entirely at their expense. There is no express or implied obligation by DOP to reimburse a Vendor for any costs incurred in preparing or submitting Proposal, providing additional information when requested by DOP, participating in any selection interviews, site visit or participating in this procurement.

Disposition of Material and confidential or Proprietary Information:

All materials submitted in response to this RFP will become the property of Property and Procurement and will be returned only at DOP's option and at the expense of the Vendor submitting the Proposal. One copy of each proposal will be retained by DOP for official files and will become a public record. Release of bidding proposal packets submitted in response to this RFP will not be released by the Department of Property and Procurement during the proposal evaluation process or prior to award.